Statement

District-wise new exchanges set up during last three years in Andhra Pradesh

Sl. No.	Name of the District	Year 1999-2000	Year 2000-2001	Year 2001-2002
1	Adilabad	20	14	12
2	Ananthapur	12	9	13
3	Chittoor	13	16	7
4	Cuddapah	10	9	7
5	East Godavari	24	8	10
6	Guntur	25	20	14
7	Hyderabad	9	13	6
8	Karimnagar	17	35	12
9	Khammam	21	14	13
10	Krishna	15	13	7
11	Kurnool	29	17	5
12	Mahabubnagar	16	27	20
13	Medak	11	14	17
14	Nalgonda	23	29	22
15	Nellore	12	21	19
16	Nizamabad	11	25	16
17	Prakasham	20	27	9
18	Rangareddy	3	5	10
19	Srikakulam	21	5	10
20	Visakhapatnam	9	6	5
21	Vizianagaram	10	8	10
22	Warangal	10	25	22
23	West Godavari	17	7	2
	TOTAL	358	367	268

Pending Complaints

5261. SHRI RAMA MUNI REDDY SIRIGIREDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints received in his Ministry with regard to

ordinary mails, registered mails, speed post, insured mail, money order, etc. during the last five years;

(b) whether it is a fact that a large number of complaints are still pending in the Department of Posts for redressal of grievances;

(c) if so, the reasons therefor; and

(d) the steps taken by his Ministry of prompt settlement of complaints?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) During the last five years, Department of Posts received the following number of complaints with regard to ordinary mails, registered mails, speed post,insured mail and money order.

Year	Ordinary Mails	Registered Mails			Insured Mail	Speed Post	Money order including Telegraphic money order
		Letters	Parcels	Value Payable			
1996-97	14492	247163	24361	27676	14956	25906	294636
1997-98	12151	263806	16463	37494	14110	24005	333966
1998-99	12248	258783	14723	39897	18659	19011	388091
1999-2000	10346	244276	16057	36045	4260	24463	422408
2000-01	10254	214553	12339	29607	2706	27143	426131

(b) It is not a fact that a large number of complaints are pending for clearance. At the close of 31.3.2001, 58348 complaints were pending against the total receipt of 787601 complaints during the year. The pendency of complaints is only 7.4% of the total receipt.

(c) As soon as the complaint is received, it is immediately got enquired into and efforts are made to resolve the grievance within the shortest time possible. Inspite of continuous endeavours made, the complaints usually remain pending due to court cases, matters under dispute, non-availability of addresses of payees, loss of articles during transit requiring thorough investigation, pending enquiries form the far flung areas and sometimes due to human failure.

(d) As an ongoing mechanism, the following steps have been taken for the prompt settlement of complaints;

(i) Constant monitoring over the disposal of pending complaints at the Headquarters by an officer of Joint Secretary level;

(ii) Critically analysing the performance of the field units through the Quarterly statements;

(iii) Launching of periodic drives in the fields of money orders, Savings Bank/Cash certificates and Registered articles to ensure prompt settlement of complaints and to plug loopholes, if any;

(iv) The duty of an officer has been assigned in the field units to ensure prompt delivery/payment of Registered articles/money orders;

(v) Time norms have been revised and reduced for prompt settlement of complaints;

(vi) Use of modernised technology, fax and telephones is made for the prompt settlement of complaints;

(vii) Setting up of Computerised Customer Care Centres for prompt handling and disposal of complaints 230 computerised Customer Care Centres have been set up by the end of 31-3-2002.

Departmental Examination for Postmen

5262. SHRIMATI GURCHARAN KAUR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a representation regarding irregularities in conducting the Departmental Examination for the post of Postmen held at Muzaffarnagar Division in 1998 has been received in his Ministry;

(b) if so, whether any enquiry has been conducted so far; and

(c) if not, by when the matter would be enquired into and the guilty officers punished?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) Yes, a representation was received.